SIEMENS

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User Guide | Master

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BestSound™ Technology

Life sounds brilliant.

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Welcome

You have chosen a Siemens hearing instrument, a reliable partner to accompany you through everyday life. Like everything new, it will take you a little while to become familiar with it.

This document, along with support from your Hearing Care Professional, will help you. You will quickly come to appreciate the advantages and greater quality of life your hearing instrument offers.

CAUTION

Read this user guide thoroughly and completely and follow the safety information in this document to avoid damage or injury.

To benefit most from your hearing instrument, wear it daily and all day long. Especially after longer periods of living with hearing loss, a dedicated hearing training is recommended - with a Hearing Care Professional or at home.

Your hearing instruments

Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

NOTICE

- Do not pull the receiver connection as this could damage your hearing instruments.

Components and names

1. Ear piece
2. Receiver
3. Receiver cable
4. Microphone openings
5. Push button (optional)
6. Battery compartment
7. Side indicator (red = right ear, blue = left ear)
8. Receiver connection

Controls

With the controls you can, for example, switch hearing programs. Your hearing instruments either have a push button or no control.

The Hearing Care Professional has assigned your desired functions to the push button.

Ask your Hearing Care Professional to mark your controls and their functions on the following pages.

Control	Left	Right
Push button	☐	☐
No control	☐	☐

Push button

Function	Left		Right	
Program change	☐		☐	
Standby/turn on		☐		☐

press briefly, press 2 seconds

Settings

Ask your Hearing Care Professional to mark your individual settings on the following pages.

Hearing programs
1
2
3
4
5
6
Read more in section "Changing the hearing program".

Features
☐ **Power-on delay** enables whistle-free insertion of hearing instruments. Read more in section "Turning on and off".

Battery size and ear pieces

Batteries
Non-rechargeable (size 10)

Exchangeable ear pieces		Size
☐	Click Dome single (open or closed)	
☐	Click Dome semi-open	
☐	Click Dome double	
☐	Custom shell	
☐	Click Mold	

Service information

Serial numbers
Left:
Right:

Service dates
1:
2:
3:
4:
5:
6:

Your Hearing Care Professional

Date of purchase:

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. It depends on the battery type how long you have until you have to replace the battery.

Replacing non-rechargeable batteries

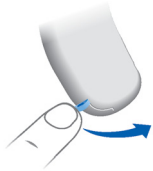
Remove empty batteries immediately and dispose of according to local regulations.

Remember to have your replacement batteries with you at all times.

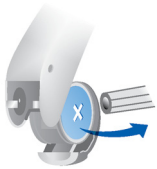
Removing:

- Open the battery compartment.

  The battery falls out when the compartment is completely open.



- If the battery does not fall out, lightly tap the instrument or use the magnet stick. The magnet stick is available as an accessory.



Inserting:

- Remove the protective film from the new battery.

- Insert the battery with the "+" symbol facing up (refer to the picture).

- Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

  Do not attempt to close the battery compartment by force. It can be damaged.

Turning on and off

You have several options to turn your hearing instruments on or off.

Via battery compartment:

- Turning on: Close the battery compartment.

  The **default** volume and hearing program are set.

- Turning off: Open the battery compartment.

Via push button:

- Turning on or off: Press the push button for 2 seconds. Refer to section "Controls" for your personal settings.

  After turning on, the **previously** used volume and hearing program are set.

- When wearing the hearing instruments, an optional signal can indicate when an instrument is turned on or off.
- Remove the batteries if the hearing instruments are not used for several days.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments without experiencing unpleasant whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

Inserting

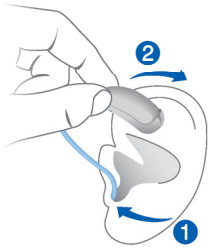
Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear

To insert the hearing instrument:

- ▶ Hold the receiver cable at the bend.
- ▶ Carefully push the ear piece in the ear canal ❶.
- ▶ Twist it slightly until it sits well.

  Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the hearing instrument and slide it over the top of your ear ❷.



CAUTION

Risk of injury!

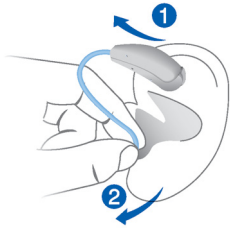
- ▶ Insert the ear piece carefully and not too deeply into the ear.

- Insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

The optional concha lock helps to securely retain the ear piece in your ear. To position the concha lock:

▶ Bend the concha lock and position it carefully into the bowl of your ear (refer to the picture).

Removing



- Lift the hearing instrument and slide it over the top of your ear 1.
- If your hearing instrument is equipped with a custom shell or a Click Mold, remove it by pulling the small removal cord toward the back of your head.
- For all other ear pieces: Grip the receiver in the ear canal with two fingers and pull it carefully out 2.

CAUTION

Risk of injury!

- In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage. Read more in section "Maintenance and care".

Adjusting the volume

Your hearing instruments automatically adjust the volume to the listening situation.

Changing the hearing program

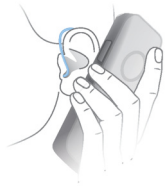
Hearing programs change the characteristics of the sound coming through the hearing instrument. They help you to select the optimal setup for every listening situation. An optional signal can indicate the change of the hearing program.

- To change the hearing program, press the push button briefly.

  Refer to section "Controls" and to section "Settings" for your personal settings of the push button and for a list of your hearing programs.

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.



Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

  Whether a telephone program is configured for your hearing instrument is listed in section "Settings".

Maintenance and care

Siemens hearing instruments are so robust that they will function reliably for years. It is, however, important that you take care of your instruments and observe a few basic rules, which will soon become habit.

Cleaning

For hygiene reasons and to maintain functionality, clean your hearing instruments daily.

NOTICE

- Do not put your hearing instruments in water.

- Clean your hearing instruments with a soft, dry tissue.
- When using a Click Dome, clean it by squeezing the tip of the dome.

- Ask your Hearing Care Professional for recommended cleaning products, special care sets and further information on how to keep your hearing instruments in good condition.
- For a more thorough professional cleaning, take your instruments to your Hearing Care Professional.

Drying

- Dry your hearing instruments overnight.
- Ask your Hearing Care Professional for recommended drying products.

Storage

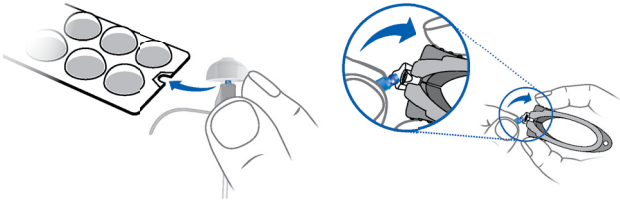
- During longer periods of non-use, store your hearing instruments with open battery compartment (and batteries removed) in a drying system in order to prevent the penetration of moisture.

Exchanging ear pieces

You may want to exchange the ear pieces from time to time. The procedure for exchanging ear pieces depends on the type of ear piece. In section "Settings", your Hearing Care Professional has marked your type of ear piece.

Exchanging Click Domes

If you have problems removing the old Click Dome, use the packaging of the Click Domes or the removal tool:



The removal tool is available as an accessory.

To exchange Click Domes:

- ▶ Follow the instructions on the packing of the Click Domes or the instructions delivered with the removal tool.
- ▶ Take particular care that the new Click Dome clicks noticeably in place.

Exchanging Click Molds or custom shells

- ▶ Ask your Hearing Care Professional.

Troubleshooting

Problem and possible solutions
Sound is weak.
■ Replace the empty battery. ■ Clean or exchange the ear piece.
Hearing instrument emits whistling sounds.
■ Reinsert the ear piece until it fits securely. ■ Clean or exchange the ear piece.
Sound is distorted.
■ Replace the empty battery. ■ Clean or exchange the ear piece.
Hearing instrument emits signal tones.
■ Replace the empty battery.
Hearing instrument does not work.
■ Turn the hearing instrument on. ■ Gently close the battery compartment completely. ■ Replace the empty battery. ■ Make sure the battery is inserted correctly. ■ Power-on delay is active. Wait several seconds and check again.

Consult your Hearing Care Professional if you encounter further problems.

Important information

Intended use

Hearing instruments are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing instrument must be performed by hearing health specialists, e.g. acousticians, audiologists or ENT doctors.

Use the hearing instruments and accessories only as described in this user guide.

Explanation of symbols

	Points out a situation that could lead to serious, moderate, or minor injuries.
	Indicates possible property damage.
	Advice and tips on how to handle your device better.

Transport and storage conditions

During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10 to 40 °C	-20 to 60 °C
Relative humidity	10 to 80 %	5 to 90 %
Air pressure	700 to 1050 hPa	200 to 1200 hPa

For other parts, such as batteries, other conditions may apply.

Disposal information

Within the European Union, the marked equipment is covered by "Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment."

Amended by "Directive 2003/108/EC" (WEEE).

NOTICE

- Recycle hearing instruments, accessories and packaging according to national regulations.

NOTICE

- To avoid environmental pollution, do not throw batteries into household trash.
- Recycle or dispose of batteries according to national regulations or return them to your Hearing Care Professional.

Conformance information

With the CE marking Siemens confirms compliance with the European Directive 93/42/EEC concerning medical devices.

CE 0123

Important safety information

Personal safety

CAUTION
Risk of injury!

- Always wear the receiver cable with an ear piece.
- Make sure that the ear piece is completely attached.

WARNING
Risk of impairing the residual hearing of the user.

- Use only hearing instruments that have been fitted especially for your needs.

WARNING
Risk of injury!

- Do not use obviously damaged devices and return them to point of sale.

WARNING
Risk of explosion!

- Do not use your hearing instruments in explosive atmospheres (e. g. in mining areas).

WARNING

Choking hazard!

Your hearing instruments contain small parts which can be swallowed.

- Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons.
- If parts have been swallowed consult a physician or hospital immediately.

Siemens offers special hearing instruments for the fitting of infants and small children.

- Ask your Hearing Care Professional for further information.

Product safety

NOTICE

Leaking batteries damage the hearing instruments.

- Turn the hearing instruments off when not in use to preserve the battery.
- Remove batteries when the instruments are not in use for a prolonged period of time.

NOTICE

- Protect your hearing instruments from extreme heat. Do not expose them to direct sunlight.

NOTICE

- Do not dry your hearing instruments in the microwave oven.

NOTICE

Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage hearing instruments.

- Do not wear the hearing instruments during these or similar procedures.

  Weaker radiation, e. g. from radio equipment or airport security, does not damage the hearing instruments.

NOTICE

- Protect your hearing instruments from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.

Tinnitus noiser

Your hearing instrument may be equipped with a tinnitus noiser. The use of the tinnitus noiser should be only on the advice and in consultation with your Hearing Care Professional.

WARNING

Risk of further impairment to the user's hearing health.

There are some potential concerns associated with the use of any sound generating tinnitus therapy device. Discontinue use and seek medical evaluation if any of the following conditions occur:

- chronic skin irritation on, near, or around the site of device placement.
- unusual side effects (e.g. dizziness, nausea, headaches, heart palpitations).
- perceived decrease in auditory function (e.g. decreased loudness, speech not as clear).

WARNING

Risk of further impairment to the user's hearing health.

The volume of the tinnitus noiser can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time.

- The tinnitus noiser should never be used at uncomfortable levels.

For Hearing Care Professionals:

The target population is primarily the adult population over 21 years of age. The patient may have some control of the level or volume of the signal and the patient should discuss this adjustment as well as his or her comfort level and sound of the signal with their Hearing Care Professional.

WARNING

Risk of further impairment to the user's hearing health.

The volume of the tinnitus noiser can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time.

- Should the tinnitus noiser be set to such a level in the hearing instrument, advise the user of the maximum amount of time per day he or she should use the tinnitus noiser.

  For example, occupational safety guidelines restrict continuous noise exposure of 80 dBA SPL to 8 hours per day.

- The tinnitus noiser should never be used at uncomfortable levels.

WARNING

Risk of further impairment to the user's hearing health.

A Hearing Care Professional should advise a prospective tinnitus noiser user to consult promptly with a licensed physician (preferably an ear specialist) before using the tinnitus noiser if the Hearing Care Professional determines through inquiry, actual observation, or review or any other available information concerning the prospective user that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.

Country-specific information

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